GX Card X Zalora Year-End Special Campaign - Frequently Asked Questions

Effective 1 December 2024

Question	Answer
What is this campaign about?	The GX Card x Zalora Year-End Special Campaign ("**Campaign**") is organised by GX Bank Berhad ("**GXBank**") in collaboration with Zalora and will run from **1 December 2024 until full redemption of the Campaign Reward (as set out in Clause 4.1)** or as otherwise determined by GXBank with prior notice ("**Campaign Period**").
Am I eligible to participate in this campaign?	The Campaign is open to all individual customers of GXBank ("**Eligible Customer**", "**you**", or "**your**") who have a savings account with GXBank ("**GX Account**") and a GX debit card ("**GX Card**"). The following individuals are <u>not eligible</u> to participate in the Campaign: (a) customers whose GX Account or GX Card has been terminated, closed, suspended, deemed delinquent or otherwise unsatisfactorily conducted as determined by GXBank during the Campaign Period; (b) individuals who are mentally unsound, deceased, adjudicated bankrupt or have any legal proceedings instituted against them; and/or (c) individuals under the age of eighteen (18) years.
Where can I find the campaign terms and conditions?	You can find the full terms and conditions at https://www.gxbank.my/campaign-tnc
If I have any queries with the Campaign, who can I speak to?	For information, enquiries and/ or feedback related to this Campaign, you may contact our support team via In-App Chat, +603 7498 3188, or at ask@gxbank.my If you experience any issue related to the Campaign Reward redemption, you may contact the Zalora Malaysia Customer Service at customer@my.zalora.com. Further communication channels can be found at https://www.zalora.com.my/contact/.
What is the Reward?	**Campaign Reward:** Enjoy an **18% off on purchases from Zalora website or mobile application (capped at RM30), with a minimum spend of RM150 using your GX Card** during the Campaign Period.
How do I participate to earn this Reward?	To receive the the Campaign Reward, you must: 1. you must have an existing GX Account in good standing; 2. you must have an active GX Card (either virtual or physical); 3. you must spend a minimum of RM150 on your purchase in a single receipt, capped at RM30, via the Zalora website (www.zalora.com.my) or mobile application, and pay using your GX Card ("**Eligible Spend**"); and 4. you must enter the Voucher Code "GXCARD18" in the Voucher Code field prior to completing the purchase at checkout on the Zalora website or mobile application.
How many times can I use this Voucher Code?	Eligible Participants shall be eligible to redeem this Campaign Reward three (3) times during the Campaign Period.

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When and how will I receive this Reward?	To redeem the Campaign Reward, an Eligible Participant must enter the Voucher Code "GXCARD18" in the Voucher Code field prior to completing a purchase at checkout on the Zalora website or mobile application. The Campaign Reward cannot be redeemed after a purchase is completed.